

FIG. 1A

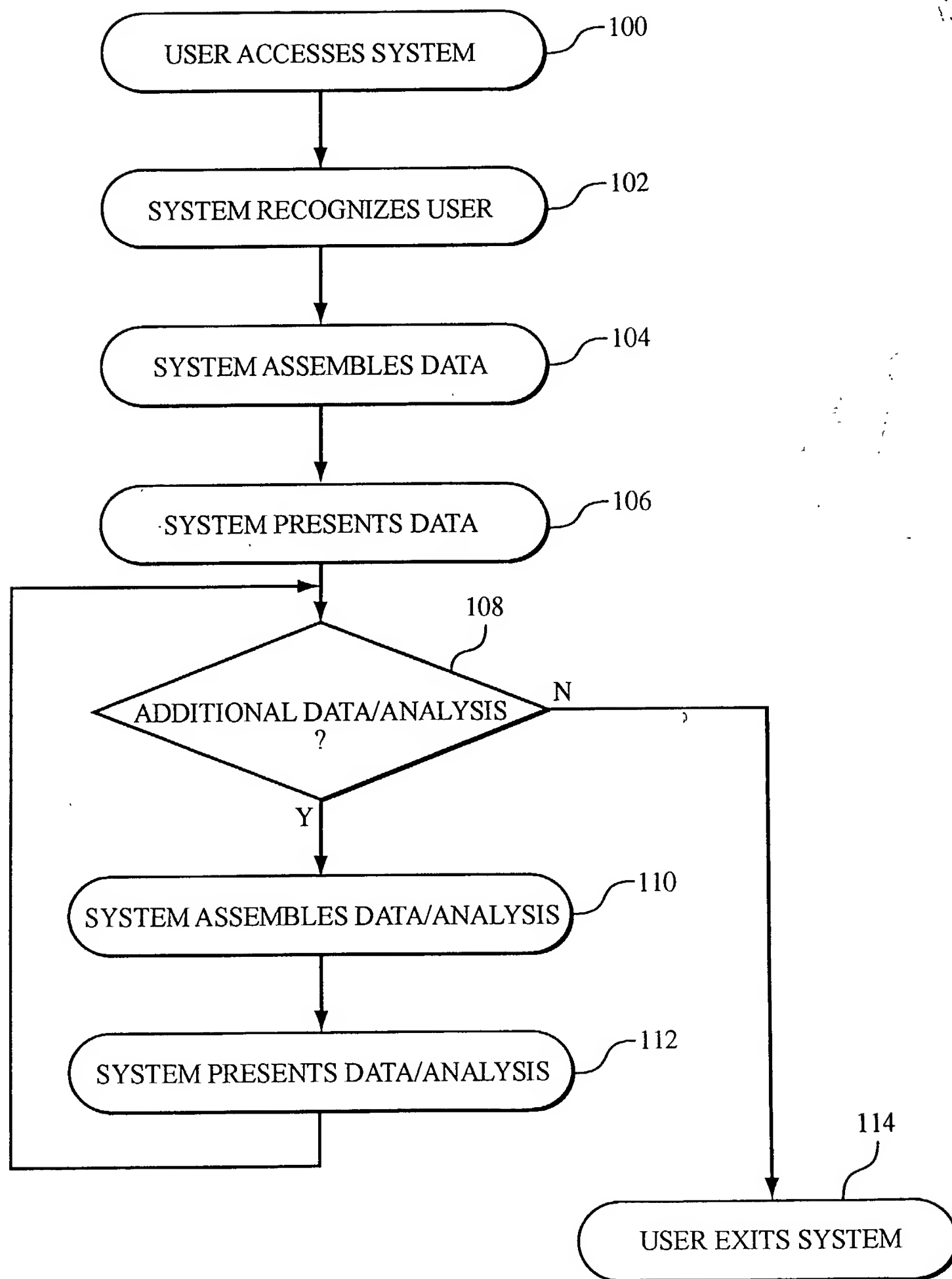


FIG. 1B



FIG. 3

Matter No.: 12587-004001
Applicant(s): Andrus et al.
PROVIDING HUMAN PERFORMANCE MANAGEMENT DATA
AND INSIGHT

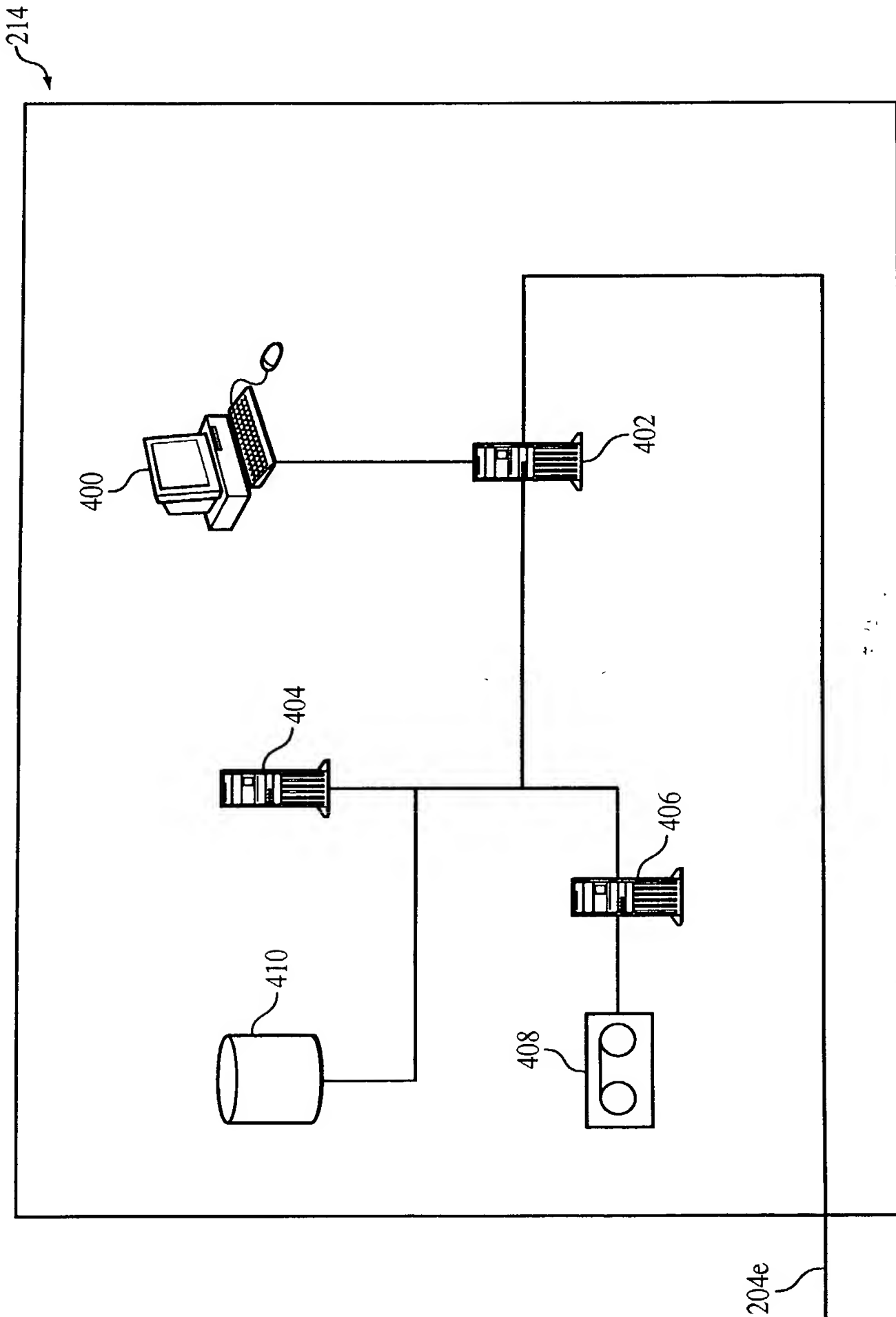


FIG. 4



FIG. 5

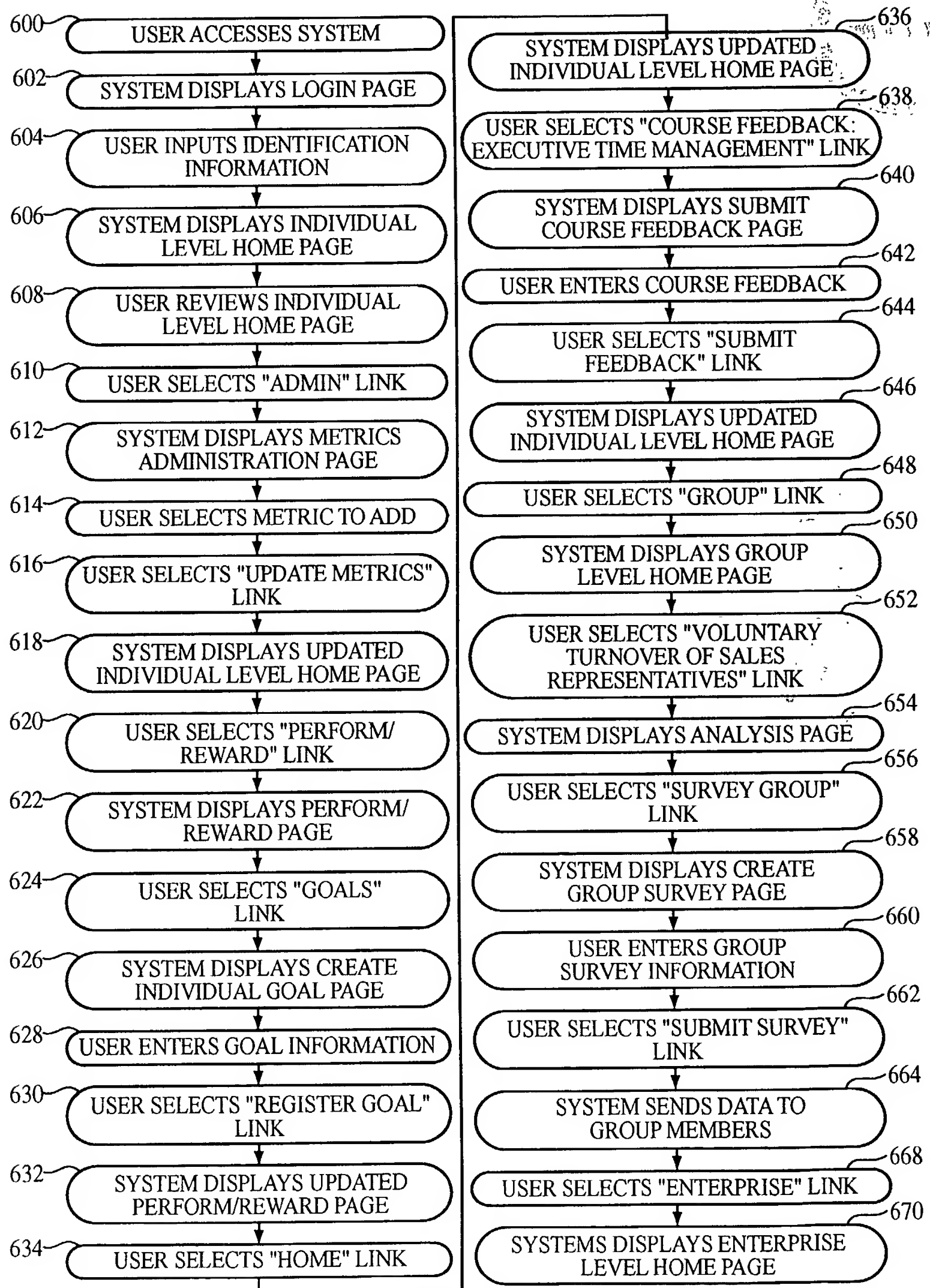


FIG. 6

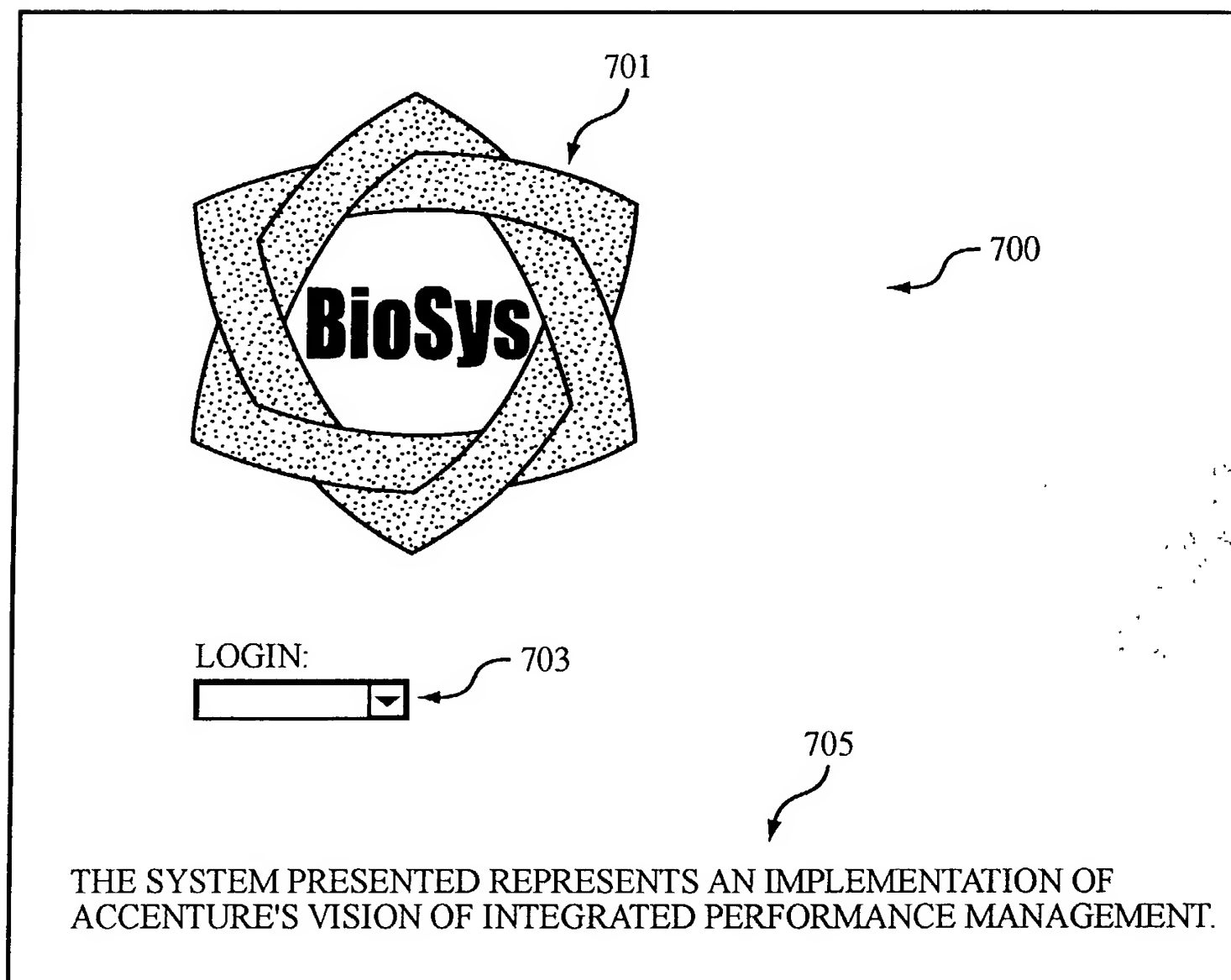


FIG. 7A



702
LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 8:54 AM

SCORECARD

INDIVIDUAL

GROUP

ENTERPRISE

OPERATIONS:		CUSTOMER VALUE:	
NONDEPLOYED PERCENTAGE	G	NUMBER OF NEW CUSTOMERS	Y
DEVELOPMENT RATE	Y	CUSTOMER SATISFACTION RATING	G
INNOVATION:		FINANCIAL RESULTS:	
LEADING-EDGE TECHNOLOGY SALES	Y	PERCENT INCREASE IN GLOBAL SALES	G
USE OF ONLINE DEVELOPMENT	G	PROPOSED PROJECT REVENUE	G

METRIC

ADMIN

NAME	SET	AVG	IND
% OF GOALS ACHIEVED	100%	84%	100%
% OF COURSE FEEDBACK COMPLETED	100%	92%	67%
% OF ON TIME APPRAISALS	100%	45%	94%

INTENTIONS

TALENT EVENTS

WEEK

MONTH

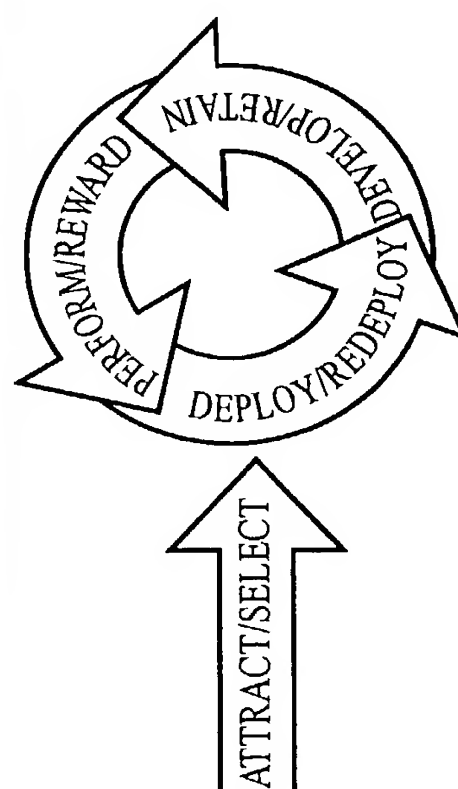
YEAR

COURSE FEEDBACK: EXECUTIVE TIME MANAGEMENT

SURVEY: COMMUNICATION

!

✓



ABOUT BIOSYS

FIG. 7B

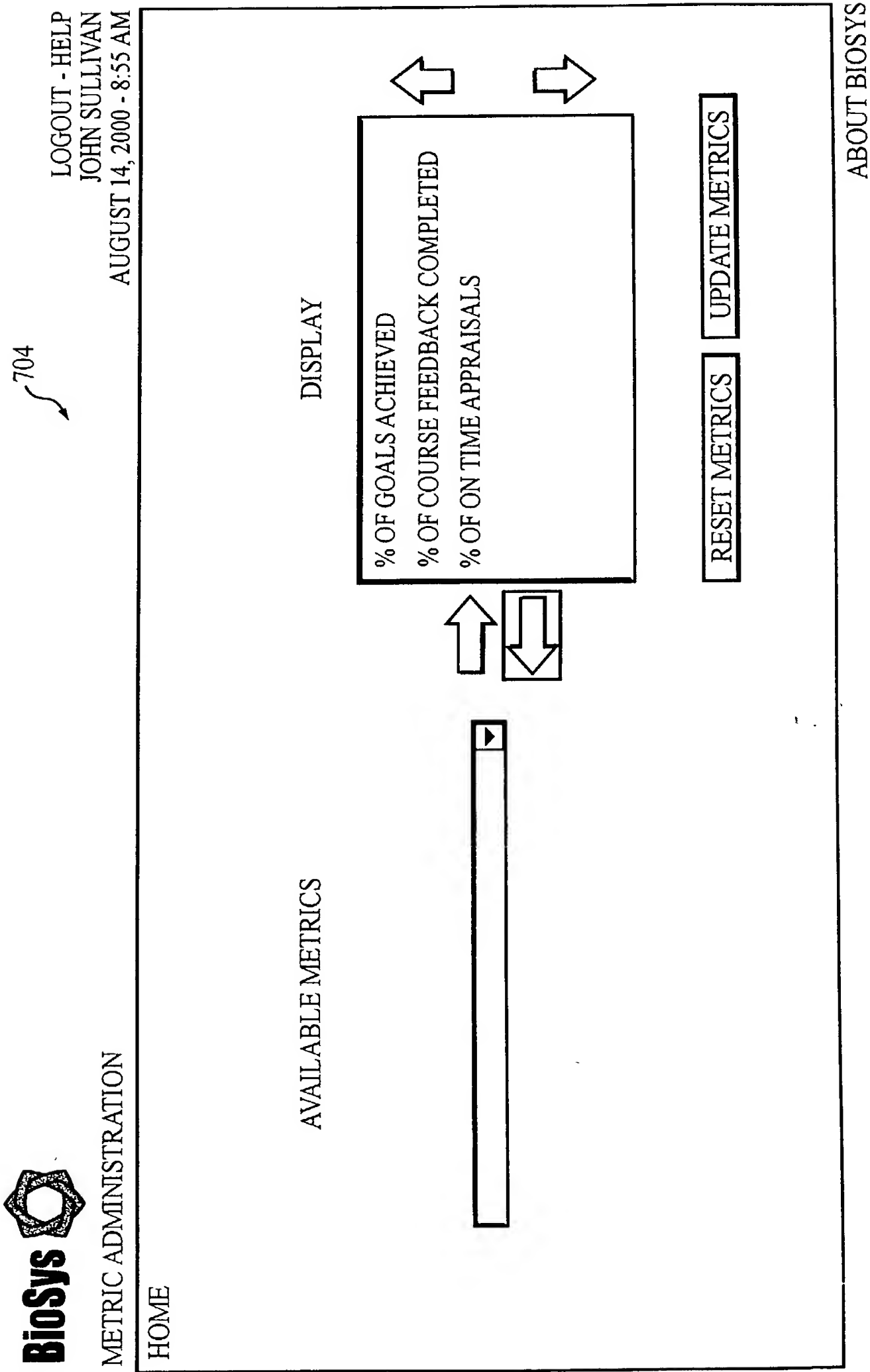
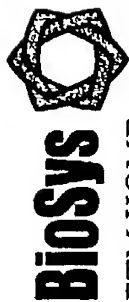


FIG. 7C



ETM HOME

706

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 8:55 AM

Matter No.: 12587-004001
Applicant(s): Andrus et al.
PROVIDING HUMAN PERFORMANCE MANAGEMENT DATA
AND INSIGHT

10072551.052002

Page 11 of 21

SCORECARD		METRIC	
ADMIN		ADMIN	
NAME		SET	AVG
% OF GOALS ACHIEVED		100%	84%
% OF COURSE FEEDBACK COMPLETED		100%	92%
% OF ON TIME APPRAISALS		100%	45%
% DEPLOYED TIME		80%	71%
IND		IND	
100%		100%	
67%		67%	
94%		94%	
82%		82%	

SCORECARD		CUSTOMER VALUE:	
OPERATIONS:		NUMBER OF NEW CUSTOMERS	
NONDEPLOYED PERCENTAGE		CUSTOMER SATISFACTION RATING	
DEVELOPMENT RATE		FINANCIAL RESULTS:	
INNOVATION:		PERCENT INCREASE IN GLOBAL SALES	
LEADING-EDGE TECHNOLOGY SALES		PROPOSED PROJECT REVENUE	
USE OF ONLINE DEVELOPMENT			

TALENT EVENTS		
WEEK	MONTH	YEAR
COURSE FEEDBACK: EXECUTIVE TIME MANAGEMENT		08-11-2000
SURVEY: COMMUNICATION		08-15-2000

INTENTIONS	
ATTRACT/SELECT	
PERFORM/REWARD	
DEVELOP/RETAIR	
DEPLOY/REDEPLOY	

ABOUT BIOSYS

FIG. 7D



PERFORM/REWARD

708

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 8:56 AM

HOME

CREATE:	MODIFY:	REPORT:	SNAPSHOT:		
DISTRIBUTE	UPDATE PROGRESS	GOAL REPORT	ITEM	COMPLETE	PERCENTAGE
GOALS	MODIFY GOALS	APPRAISAL/360	SURVEYS	4	100%
CREATE	VIEW GOALS	REPORT	GOALS	8	100%
APPRAISAL	PERFORM	VIEW PUBLISHED	APPRAISALS	2	22%
CREATE GOAL	ASSESSMENT	REPORT	TOTAL	12	57%
CREATE SURVEY	VIEW APPRAISAL	COMP. MGMT.		21	
PUBLISH SURVEY	TAKE SURVEY	REPORT			
	MODIFY				
CREATE	COMPETENCY				
CATEGORIES	VIEW				
	COMPETENCY				

GOAL

THE GOAL MODULE SUPPORTS THE SETTING OF PERFORMANCE STANDARDS USING GOALS

360

360 IS USED FOR UPWARD/DOWNWARD FEEDBACK

APPRAISAL

APPRAISAL IS FOR EMPLOYEE ASSESSMENTS

SURVEY

SURVEY ALLOWS

COMPETENCY MANAGEMENT

COMPETENCY MANAGEMENT ENABLES ORGANIZATION OF PERFORMANCE CRITERIA

ABOUT BIOSYS

FIG. 7E



CREATE INDIVIDUAL GOAL

HOME - PERFORM/REWARD

GOAL NAME:

INCREASE SALES

CREATION DATE:

08-14-2000

TYPE:

☐ SHORT TERM

☒ LONG TERM

COMPLETION DATE:

SEPTEMBER



14



2001



METRIC INFLUENCES:

TRAINING HOURS TAKEN

OF NEW CUSTOMERS

REFERRALS OFFERED

CUSTOMER SATISFACTION RATING

% DEPLOYED TIME

% OF BUDGETED TRAINING TAKEN

GROUP TURNOVER RATE

% REFERRALS HIRED

DESCRIPTION:

ACHIEVE \$200,000 IN SALES IN ONE YEAR'S TIME.

CLEAR

REGISTER GOAL

ABOUT BIOSYS

FIG. 7F

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 8:56 AM



PERFORM/REWARD

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 9:02 AM

712

HOME

CREATE:	MODIFY:	REPORT:	SNAPSHOT:	COMPLETE	TOTAL	PERCENTAGE
DISTRIBUTE	UPDATE PROGRESS	GOAL REPORT	ITEM			
GOALS	MODIFY GOALS	APPRAISAL/360	SURVEYS	4	4	100%
CREATE	VIEW GOALS	REPORT	GOALS	8	9	89%
APPRAISAL	PERFORM	VIEW PUBLISHED	APPRAISALS	2	9	22%
CREATE GOAL	ASSESSMENT	REPORT	TOTAL	12	22	55%
CREATE SURVEY	VIEW APPRAISAL	COMP. MGMT.				
PUBLISH SURVEY	TAKE SURVEY	REPORT				
	MODIFY					
CREATE	COMPETENCY					
CATEGORIES	VIEW					
	COMPETENCY					

GOAL

THE GOAL MODULE SUPPORTS THE SETTING OF PERFORMANCE STANDARDS USING GOALS

360

360 IS USED FOR UPWARD/DOWNWARD FEEDBACK

APPRAISAL

APPRAISAL IS FOR EMPLOYEE ASSESSMENTS

SURVEY

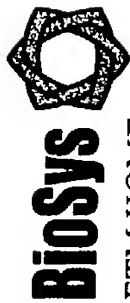
SURVEY ALLOWS

COMPETENCY MANAGEMENT

COMPETENCY MANAGEMENT ENABLES ORGANIZATION OF PERFORMANCE CRITERIA

FIG. 7G

ABOUT BIOSYS



LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 9:03 AM

714

INDIVIDUAL
GROUP
ENTERPRISE

SCORECARD

ADMIN

NAME	SET	AVG	IND
% OF GOALS ACHIEVED	100%	84%	89%
% OF COURSE FEEDBACK COMPLETED	100%	92%	67%
% OF ON TIME APPRAISALS	100%	45%	94%
% DEPLOYED TIME	80%	71%	82%

CUSTOMER VALUE:

NONDEPLOYED PERCENTAGE	Y	NUMBER OF NEW CUSTOMERS	Y
DEVELOPMENT RATE	Y	CUSTOMER SATISFACTION RATING	G

INNOVATION:

LEADING-EDGE TECHNOLOGY SALES	Y	PERCENT INCREASE IN GLOBAL SALES	G
USE OF ONLINE DEVELOPMENT	G	PROPOSED PROJECT REVENUE	G

INTENTIONS

WEEK

MONTH

YEAR

PERFORM/REWARD

DEVELOP/REINFORCE

DEPLOY/REDEPLOY

ATTRACT/SELECT

TALENT EVENTS

COURSE FEEDBACK: EXECUTIVE TIME MANAGEMENT	08-11-2000	!
SURVEY: COMMUNICATION	08-15-2000	✓

FIG. 7H

ABOUT BIOSYS



SUBMIT COURSE FEEDBACK

HOME - DEVELOP/RETAIN

COURSE:
EXECUTIVE TIME MANAGEMENT

REQUIRED:
NO

CLASSROOM:
1 ☐
2 ☐
3 ☒
4 ☐
5 ☐

INSTRUCTOR:
1 ☐
2 ☒
3 ☐
4 ☐
5 ☐

ADDITIONAL COMMENTS:

ALTHOUGH THE MATERIALS WERE VERY THOROUGH, I DIDN'T GET MUCH OUT OF ATTENDING THIS COURSE. ALSO, SINCE THE MATERIALS ARE AVAILABLE ONLINE FOR 1/3 COST OF PHYSICALLY ATTENDING, I'D DEFINITELY RECOMMEND GOING THAT ROUTE.

716

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 9:04 AM

COURSE NUMBER:
3342

DATE(S) ATTENDED:
07-31-2000 TO 08-04-2000

COURSE MATERIALS:
1 ☐
2 ☐
3 ☐
4 ☒
5 ☐

OVERALL:
1 ☐
2 ☒
3 ☐
4 ☐
5 ☐

CLEAR

SUBMIT FEEDBACK

ABOUT BIOSYS

FIG. 7I



ETM HOME

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 9:08 AM

718

SCORECARD

INDIVIDUAL

GROUP

ENTERPRISE

OPERATIONS:

NONDEPLOYED PERCENTAGE

DEVELOPMENT RATE

INNOVATION:

LEADING-EDGE TECHNOLOGY SALES

USE OF ONLINE DEVELOPMENT

CUSTOMER VALUE:

NUMBER OF NEW CUSTOMERS

CUSTOMER SATISFACTION RATING

FINANCIAL RESULTS:

PERCENT INCREASE IN GLOBAL SALES

PROPOSED PROJECT REVENUE

ADMIN

NAME

% OF GOALS ACHIEVED

% OF COURSE FEEDBACK COMPLETED

% OF ON TIME APPRAISALS

% DEPLOYED TIME

SET

100%

100%

100%

80%

AVG

84%

92%

45%

71%

IND

100%

67%

94%

82%

INTENTIONS

ATTRACT/SELECT

PERFORM/REWARD

DEVELOP/REDEPLOY

DEVELOP/REDEPLOY

DEVELOP/REDEPLOY

TALENT EVENTS

WEEK

MONTH

YEAR

SURVEY: COMMUNICATION

08-15-2000

✓

ABOUT BIOSYS

FIG. 7J

SCORECARD

INDIVIDUAL

GROUP

ENTERPRISE

OPERATIONS:

TEAM DEPLOYMENT PERCENTAGE

VOLUNTARY TURNOVER OF SALES REPRESENTATIVES

INNOVATION:

LEADING-EDGE TECHNOLOGY SALES

USE OF ONLINE DEVELOPMENT

CUSTOMER VALUE:

CUSTOMER COMMUNICATION

CUSTOMER SATISFACTION RATING

FINANCIAL RESULTS:

PERCENT INCREASE IN GLOBAL SALES

PERCENT INCREASE IN LARGE SALES

ADMIN

NAME

% OF GOALS ACHIEVED

% OF COURSE FEEDBACK COMPLETED

% OF ON TIME APPRAISALS

% DEPLOYED TIME

SET

95%

100%

100%

80%

AVG

84%

92%

45%

71%

IND

90%

100%

65%

78%

INTENTIONS

PERFORM/REWARD

DEVELOP/RETAIN

DEPLOY/REDEPLOY

ATTRACT/SELECT

TALENT EVENTS

WEEK

MONTH

YEAR

SURVEY: COMMUNICATION

08-15-2000

✓

ABOUT BIOSYS

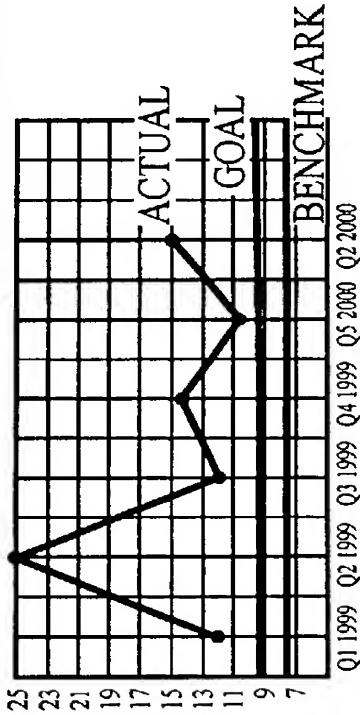
FIG. 7K



Biosys
ANALYSIS

HOME

VOLUNTARY TURNOVER OF SALES REPRESENTATIVES



ACTUAL ☒ GOAL ☐ BENCHMARK ☐

RELATED METRICS:

METRIC	STATUS	TREND PREV QTR
ACME TURNOVER RATE	8%	Y + 33%
# OF NEW CSRS HIRED	15%	Y + 30%
VACANCY PERCENTAGE FOR CSR POSITIONS	5%	Y 37.5%
# OF INTERNAL CSR PROMOTIONS	0	Y N/A
% OF REQUIRED EVALUATIONS RECEIVED PER CSR	50%	Y-23%

INFLUENCERS:

CORPORATE STRATEGY
CAREER MANAGEMENT
DEVELOPMENT AND TRAINING
SALES REP ATTRACTION/SELECTION

CSR CAREER MANAGEMENT

A LACK OF CSR CAREER MANAGEMENT HAS THE POTENTIAL TO CREATE A MISMATCH BETWEEN CSRS AND THE ROLES THEY PERFORM. THIS MAY LEAD TO DISSATISFACTION AND, ULTIMATELY, TURNOVER. CSRS WHO DO NOT BELIEVE CAREER OPPORTUNITIES EXIST BEYOND THEIR CURRENT POSITION MAY BECOME FRUSTRATED AND LOOK FOR EMPLOYMENT OPPORTUNITIES OUTSIDE OF ACME. KEY ASPECTS OF CAREER MANAGEMENT INCLUDE PERFORMANCE FEEDBACK, RECOGNITION, AND REWARDS.

ACTIONS:

- ☒ PROVIDE FEEDBACK, RECOGNITION & REWARDS,
- ☒ SURVEY GROUP

COST SAVINGS @GOAL \$100,000

FIG. 7L

ABOUT BIOSYS

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 9:10 AM



724

LOGOUT - HELP
JOHN SULLIVAN
AUGUST 14, 2000 - 9:12 AM

CREATE GROUP SURVEY
HOME - PERFORM/REWARD
TOPIC

EMPLOYEE INSIGHT

SURVEY NAME:

SURVEY GROUP:

BIOSYS SATISFACTION

JSULLIVAN03: 'SALES REPS'

QUESTION SCALE:

PUBLICATION DATE:

1-5 (1=STRONGLY AGREE)

AUGUST 14, 2000

QUESTION 1:

I AM SATISFIED WITH MY
CURRENT COMPENSATION.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 2:

I CAN ACCOMPLISH MY
CAREER GOALS AT BIOSYS.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 3:

I HAVE HAD ADEQUATE
TRAINING OPPORTUNITIES.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 4:

I WOULD CONSIDER MYSELF
ACTIVE IN THE EMPLOYEE
MENTORING PROGRAM.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 5:

I RECEIVE ADEQUATE, ON
TIME PERFORMING FEEDBACK.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

ADD A SECTION FOR GENERAL COMMENTS? ☒ YES ☐ NO

CREATION DATE:

08-14-0000 09:26 AM

REQUIRED:

NO ☒ YES ☐

DUE DATE:

AUGUST 28, 2000

QUESTION 6:

I AM HAPPY WITH THE LEVEL
OF INTEROFFICE
COMMUNICATION.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 7:

I AM SATISFIED WITH THE
AMOUNT OF OVERTIME
I AM WORKING.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 8:

I FEEL I AM CHALLENGED IN
MY CURRENT POSITION.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 9:

I AM SATISFIED WITH THE
CURRENT FACILITIES AND
EQUIPMENT I NEED TO.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

QUESTION 10:

I FEEL MY IDEAS AND CONTRIBUTION
ARE VALUED.

ALLOW ADDITIONAL
COMMENTS?
☒ YES ☐ NO

RESET DEFAULT

SUBMIT SURVEY

FIG. 7M

ABOUT BIOSYS

10070551 .050002

Matter No.: 12587-004001

Page 20 of 21

Applicant(s): Andrus et al.

PROVIDING HUMAN PERFORMANCE MANAGEMENT DATA
AND INSIGHT

SCORECARD			METRIC		
INDIVIDUAL			ADMIN		
GROUP			NAME		
ENTERPRISE			IND		
OPERATIONS:			AVG		
TURNOVER RATE			4%		
HR COST AS PERCENTAGE OF SALES			60%		
INNOVATION:			73%		
RESEARCH AND DEVELOPMENT PRODUCT PIPELINE			8%		
NUMBER OF B2B TRANSACTIONS			56%		
CUSTOMER VALUE:			67%		
PERCENTAGE OF REPEAT CUSTOMERS			4%		
NUMBER OF NEW ALLIANCES			6%		
FINANCIAL RESULTS:			7%		
EARNINGS PER SHARE			43%		
NET PROFIT PER EMPLOYEE			7%		
PERFORM/REWARD			57%		
DEVELOP/RETAIN			8%		
DEPLOY/REDEPLOY			70%		
ATTRACT/SELECT			62%		
INTENTIONS			TALENT EVENTS		
WEEK			MONTH		
YEAR			SURVEY: COMMUNICATION		
08-15-2000			✓		

FIG. 7N